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Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number		10/002,745			
		Filing Date		November 2, 2001			
		First Named Inventor		Toshio UENO			
		Group Art Unit		2153			
		Examiner Name		Glenton B. Burgess			
Sheet	1	of	1	Attorney Docket Number		01703/LH	

U.S. PATENT DOCUMENTS

Exam. Inits ⁴	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
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		6,513,052	B1	BINDER, Erin	01-28-2003	
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Exam Inits ⁴	Cite No ¹	offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶

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Examiner Signature	<i>Philip J. [Signature]</i>	Date Considered	1/6/05
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DATE MAILED: September 23, 2004

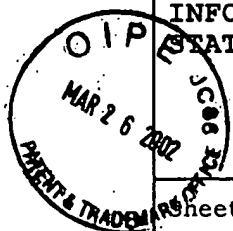
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			*English language Abstract only					

Examiner
Signature

Phil J. A.

Date
Considered

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	Examiner Name				
2	of	2	Attorney Docket Number		01703/LH

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OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS

Examine r Initial s ¹	Cit e No. i	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	T ²	
		U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO		
		U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO		
		U.S. Serial No. 10/002,743, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO		
		U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO		
		U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO		
		U.S. Serial No. 10/002,772, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE, inventor: Toshio UENO		
Examiner Signature			Date Considered	1/6/05

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PL		JP	2001-160103	A	KONICA CORP.	06-12-2001		*
			*English language Abstract Only					

Examiner Signature	<i>Philip J. A.</i>	Date Considered	1/6/05
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OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS							
Examiner Initials ¹	Cite No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published					T ²
<i>PM</i>		U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO					
Examiner Signature		<i>Philip J. [Signature]</i>			Date Considered	<i>1/6/05</i>	

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